

# **Friends of St. Brigid's Hospice**

## **Donor Charter**

The Friends of St. Brigid's Hospice was established in 1996 to provide funding towards hospice treatment, palliative care and homecare service for terminally ill patients. We have a recently refurbished facility opened in 2018, which caters for 13 in-patients and additional services in a day care centre. Furthermore a "Home-care Service" for patients throughout Kildare and west Wicklow is in place, administered by the HSE.

We are truly grateful for the generous support we receive from all of our donors. We promise to treat all our donors with respect, honesty, openness and gratitude. We will ensure that we are accountable and transparent in all dealings so that all donors can have confidence and trust in our organisation.

Our core values are dignity, compassion, equality and honesty. To ensure that we meet our commitments to our donors, the Friends of St. Brigid's Hospice will:

1. Comply with the "*Guidelines for Charitable Organisations on Fundraising from the Public*", as developed by the Charities Regulator.
2. Treat all our donors with respect and confidentiality.
3. Respect donors' rights to privacy, in compliance with full data protection regulations.
4. Handle every donation responsibly and with gratitude.
5. Acknowledge donations promptly, provided we have the accurate address.
6. Be transparent, accurate and honest.
7. Be subject to an annual financial audit, in accordance with FRS102 and Charities SORP (Statement of Recommended Practice).
8. Handle complaints promptly, sensitively and confidentially.

***Agreed by the Board 1<sup>st</sup> August, 2019***